

# COURTS IN MARICOPA COUNTY INFORMATION TECHNOLOGY STRATEGIC PLAN 2016-2018 SUMMARY



## LOCAL INITIATIVES, DRIVERS, AND PRESSURES

- Improve automated case processing efficiency by updating case management systems.
- Increase electronic information sharing both inside courts and with justice partners. Increase e-filing and e-services with appropriate policy backing.
- Continue digitizing court documents; implement electronic document management in courts where none exists yet.
- Enable essential court business to continue during a physical disaster or pandemic; locate alternate facilities from which to operate.
- Maximize limited resources and use creative management to address workforce needs and morale.
- Provide electronic access to court services and public records aligned with updated policies.
- Continue to increase amount of digital recording and web-based conferencing in courtrooms.
- Develop technology systems that will authenticate, validate, and verify official documents.

## CY 2014 ACCOMPLISHMENTS

- Continued development of various modules for the ICIS Next Generation case management system; improved performance and resource usage via database normalization.
- Completed numerous infrastructure enhancements, integration projects, and administrative projects for various departments of the superior court. Working on CCI extract for AOC eAccess project.
- Clerk's Office enabled direct e-filing of court documents from iCIS and began managing grand jury cases electronically. Updated some ageing report generators and office productivity tools.
- Added Probate area to ezCourtForms and the website that hosts them.
- Justice courts completed OnBase EDMS rollout and enabled online payment plans. Finished auto-defaults and auto-termination triggers.
- Chandler enhanced exchange of data with e-citation vendor and replaced XP PCs.
- Gilbert upgraded FullCourt CMS and implemented its scanning module; began e-citation project.
- Glendale added local case info to city website; completed mental health court app; and began recurring billing/autopay feature for payment contracts. Created active warrant report for PD.
- Mesa switched replacement CMS to Tempe's system then began local development for July impl.
- Phoenix created new protective order module, enhanced computer room backup power, completed Phase I of JAM-to-Panther code migration for long-term CMS supportability.
- Scottsdale eliminated paper files and enabled numerous process improvements through new automation software called CourtEZ.
- Tempe made numerous CMS enhancements and purged closed cases at end of retention period.

## STATEWIDE PROJECTS: IMPACTS, CONCERNS, AND PARTICIPATION PLANS

<b>LJ CMS</b>	Several municipal courts at end of life with non-AZTEC CMSs; Gilbert FullCourt enhancements continue with no FARE interface yet; Chandler has no CMS replacement plan; Mesa switched to Tempe system; Phoenix focusing on extending life of current CMS; Scottsdale planning AZTEC replacement apart from AJACS; Tempe making CMS enhancements and own public access site.
<b>JOLTSaz</b>	Continuing to enhance iCIS Juvenile; 15-Minute Bed Check app is now live.
<b>EDMS</b>	MCJC completed OnBase Online impl. for civil cases; Clerk implemented WorkView for grand jury; some smaller courts' pursuing standalone EDMS plans.
<b>e-Filing/Std Forms</b>	AZTurboCourt e-filing continues; clerk added probate to EZCourtForms site; LJ courts continuing or adopting e-citation and beginning online payment programs.
<b>Bench Automation Architecture</b>	eFiling Foundation takes steps to address judges' needs; no LJ input provided. Superior and justice courts as well as Clerk's Office develop and maintain own solutions due to volume and staffing levels; some non-target items persist but plans are generally in place to transition to target architecture items; some municipal courts have no clear transition plans for aging systems; some courts and departments still using out-of-support server O/S and DBMS. Clerk's Office has numerous local apps in MS-Access posing risk.
<b>Risk</b>	Various courts already "fileless" and pursuing paperless without 1-507 exemptions in place yet. AO 2014-115 purge requirements apply to local CMSs but no LJ plans received. Gilbert and Tempe FARE interfaces still lacking.

TECHNOLOGY PROJECTS					
Project	Year/ Status	Project Detail Provided			Comments
		Full <sup>1</sup>	Skeletal <sup>2</sup>	Mention <sup>3</sup>	
AOC-CCI Extract	FY16		X		Superior Court/AOC/ Clerk
ADMIN Conversion to MS Office 2010 - Superior Court	FY16		X		Superior Court Justice Court, Adult Probation, Juvenile Probation
APD Automated Case Assignment	FY146		X		Superior Court
APD e-Filing Court Forms	FY17		X		Adult Probation
APD Generic Assessment Model	>FY16		X		Adult Probation
APD Macros	FY17		X		Superior Court; Adult Probation
APD Communication Center Move	FY16		X		Adult Probation

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<b>iCISng - .net Migration of iCIS</b>	FY18		X		Superior Court, Justice Court, Juvenile Court
<b>Juvenile Detention Clinic</b>	FY16		X		Juvenile Court
<b>Juvenile Document Imaging</b>	FY16		X		Maricopa Superior Court and Juvenile Court
<b>Crystal Reports to SSRS</b>	FY16		X		Superior Court/CTS
<b>SQL DTS to SSIS</b>	FY16		X		Superior Court/CTS
<b>IT Continuity of Operations for Judicial Branch</b>	FY16		X		Superior Court
<b>10 Dot Migration</b>	FY16		X		Superior Court, Juvenile Probation
<b>SharePoint Pilot Project</b>	FY16		X		Superior Court
<b>Workstation Replacement</b>	FY16		X		Superior Court / OET
<b>Southwest Regional Court Facility</b>	FY16		X		Justice Court/Superior Court/County
<b>Justice Court Pay Portal</b>	FY16		X		Justice Court/Superior Court/ County
<b>Data Replication</b>	FY16		X		Superior Court/CTS
<b>Internet / Intranet Upgrade from classic ASP to .NET</b>	FY18		X		Superior Court/CTS
<b>Internet / Intranet Upgrade from DB SQL 2000 to SQL 2008R2</b>	FY16		X		Superior Court/CTS

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<b>Upgrade iCIS from IE 8 to IE 11</b>	FY16		X		Superior Court/CTS
<b>Exhibits Tracking System</b>	FY18		X		Maricopa Superior Court
<b>Pre 2002 Imaging</b>	FY16		X		Maricopa Clerk of Court
<b>RFR Replacement</b>	FY18		X		Maricopa Clerk of Court
<b>General Ledger Replacement</b>	FY17		X		Maricopa Clerk of Court
<b>Credit Card Processor Replacement</b>	FY16		X		Maricopa Clerk of Court
<b>Adult/Juvenile Minute Entry Replacement</b>	FY18		X		Maricopa Clerk of Court
<b>Case Establishment e-Filing w/ eUniversa</b>	FY16		X		Maricopa Clerk of Court
<b>eCitation</b>	FY15		X		Chandler Muni
<b>Criminal History Records Reports</b>	FY14		X		Chandler Muni / PD/ DPS
<b>Electronic Payment Processing</b>	FY16		X		Chandler Muni
<b>Court Order Enforcement</b>	FY16		X		Chandler Muni
<b>EDMS Project</b>	FY16		X		Chandler Muni
<b>e-Filing</b>	FY17		X		Gilbert Muni; temporary
<b>FullCourt Enterprise Upgrade</b>	FY15		X		Gilbert Muni/ V5.5

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Automated Reports	>FY18		X		Gilbert Muni
CMS Case Purge Process	FY16		X		Gilbert Muni
Enhancements to Courtroom Processing	FY15		X		Gilbert Muni/FullCourt
IVR Solution	FY18		X		Gilbert Muni
Skywalker Development & Testing	FY14		X		Glendale Muni
Select Electronic Document Management System	FY14		X		Glendale City Project
New Case Management System	FY15		X		Mesa Municipal Court
CMS Replacement	>FY15		X		Phoenix Muni (local)
e-Traffic	>FY15		X		Phoenix Municipal Court
On-Line Courtrooms/Online Judgment and Sentence Orders (JSOs)	>FY15		X		Phoenix Municipal Court
Expand EDMS	>FY15		X		Phoenix Municipal Court
AZTEC Elimination	FY16		X		(V3 Application) Scottsdale Muni
CMS Database Conversion	FY16		X		Scottsdale Muni

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<b>New Data Warehouse Submission</b>	FY16		X		Scottsdale Muni
<b>eDispo to ADRS</b>	FY16		X		Tempe Municipal Court; statewide
<b>CMS (Themis) Enhancements to Protective Order Module</b>	FY16		X		Tempe Municipal Court
<b>Public Access Site</b>	FY15		X		Tempe Municipal Court

Note 1:

An "X" in "Full" indicates that the court has provided full detailed information about the project according to the general parameters outlined in the Commission on Technology's Project Management Methodology. Also, risk analysis, impact, project costs and funding information has been provided.

Note 2:

An "X" in "Skeletal" indicates that the court provided detail about the local project in the master projects listing spreadsheet. Complete information, usually risks, impact analysis, project costs and funding, was not provided.

Note 3:

An "X" in "Mention" indicates that the court mentioned this project in a summary or listed it in an initiative. It may have been a phrase or a full paragraph of description, but did not contain detailed project-oriented information. If these projects are related to pursuing standards or directions already adopted (e.g., OnBase EDMS implementation, Jury+ upgrade, digital audio in the courtroom), then any mention which includes appropriate funding information is sufficient.